Task Order 53 - Ombudsman OCTS 2.0 Operations and Support

OCTS 2.0 Monthly SLA Metrics Report
Deliverable 53.1.3c

Period Ending: 3/31/01

OMBUDSMAN MANAGEMENT
Deliverable 53.1.3c

Executive Summary

Period Ending 3/31/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
3.0	Response Time - High		90%	100%	8
3.1	Response Time - Medium		90%		
3.2	Response Time - Low		90%		
	Resolution Times				
3.3	Resolution Time - High (Complex)		90%	0%	4
3.4	Resolution Time -Medium (Complex)		90%		
3.5	Resolution Time - High (Content)		90%		
3.6	Resolution Time -Medium (Content)		90%		
3.7	Resolution Time - High (Simple)		90%	50%	4
3.8	Resolution Time -Medium (Simple)		90%		
3.9	Resolution Time -Low (Simple)		90%		
	Other Service Metrics				
3.10	Service Reporting Delivery		7		
3.11	Resolution Quality		90%		
3.12	Help Desk Accuracy		90%		
	Help Desk Metric				
3.13	Request Volume		100	8	8

Monthly Highlights

1. Fixed problem users had with attaching/detaching emails
2. Solved problem that prevented Assignment Manager from assigning new cases. It

3. Changes made to the Ombudsman servers by the VDC were root cause of several of the problems experienced with email functionality. Worked with the VDC to identify these changes and prepare for any more that mey be down the road.

(Please see Appendix A for detailed explanations of each metric)